50% Reduction in Epic Hyperdrive Logon Times

An acute care health system with 9,500 employees reduced Epic Hyperdrive logon times by 50% within two weeks using empirical data to identify root causes and implement remediation.

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Background

An acute care health system with 9,500 employees engaged with Goliath Technologies and their EHR Speed & Reliability Improvement Program. Clinicians were frustrated by slow logon times with Epic Hyperdrive and other applications, specifically in patient settings. The goal was to quickly isolate the root cause and implement remediation actions to allow clinicians to focus on patient care.

Challenge

Lack of Actionable Data

The IT Incident Response Team was investigating multiple instances of slow logon performance reported by clinicians. The challenge was understanding the scope of the problems, as self-reported issues through support tickets or surveys often result in limited and non-actionable data. The team needed to quantify the digital experience to identify who was experiencing issues, the frequency and duration of those issues, and the probable root cause.

Solution

Identify Scope of Issues

Goliath Technologies used technology-enabled empirical data to provide a granular understanding of the issues within hours. The initial baseline framed the problem and informed the troubleshooting focus, revealing that the latency was occurring from the endpoint to the application, not within the Epic session. The issues were intermittent and chronic, spanning two larger health systems, 24 clinics, and over 3,000 Epic Hyperdrive users.
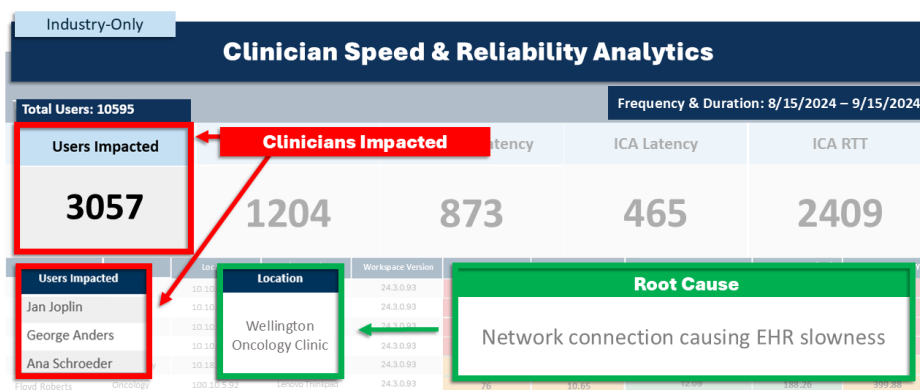
Isolate Root Cause

The IT team leveraged Goliath's AI-enhanced contextual data to isolate the root cause of the logon issues. They identified repeated Citrix and Epic Hyperdrive login failures followed by slow logons, occurring from multiple devices. The "profile load" stage of the

Citrix logon was taking too long due to a legacy home folder path that no longer existed on the network. An emergency change was implemented to remove the path from the Active Directory object, resolving the forced timeouts and long logon times.
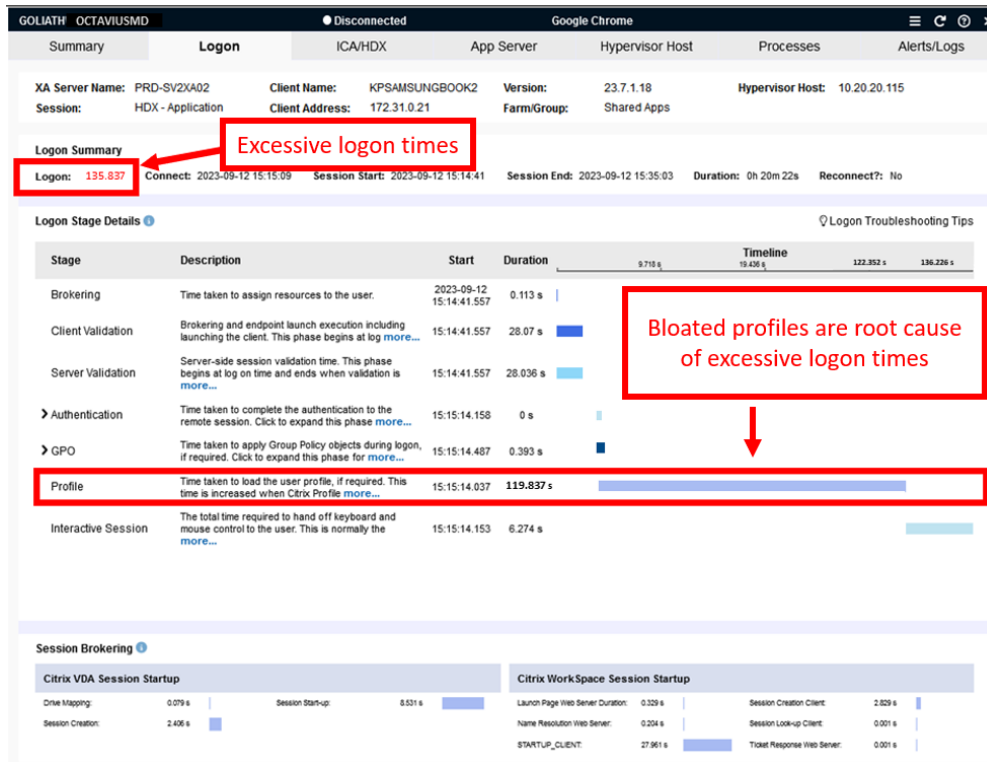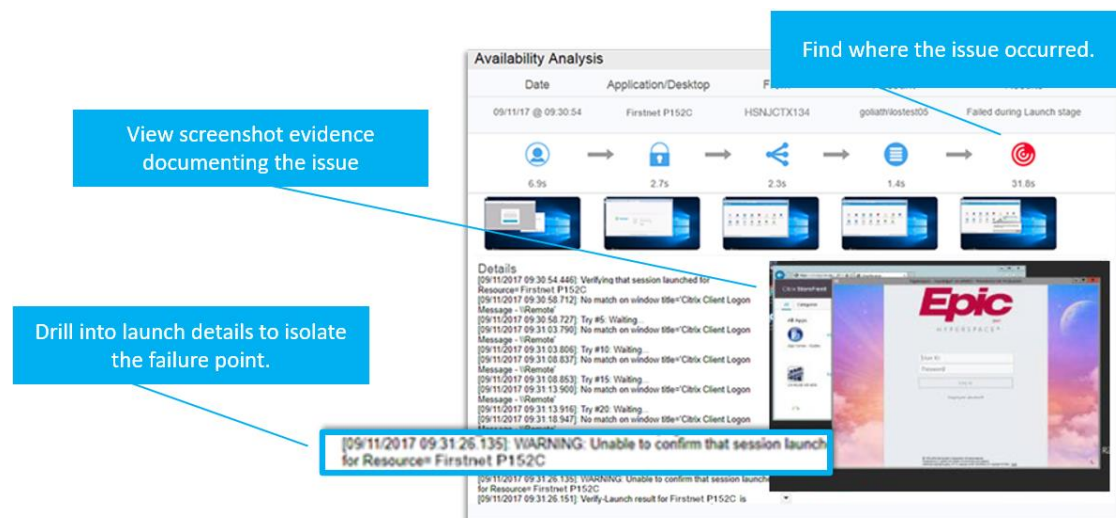

Results

Quantitative Outcomes

Within the first two weeks, corrective actions dramatically improved the clinician's logon experience, reducing logon times by 50%. In the next 45 days, initial logon times dropped to under 30 seconds and reconnects to sub-10 seconds. The client achieved industry best practices standards for logon times.

Ongoing Proactive Management

With the reported issues permanently resolved, the IT team implemented proactive alerting features to ensure that future issues would be detected by technology rather than end users. The application availability feature logs on to Epic 24/7/365 automatically and alerts on any logon difficulties, providing key data for troubleshooting.

- "View screenshot evidence documenting the issue"
- "Find where the issue occurred."
- "Drill into launch details to isolate the failure point."

Key Insights

1. **Data-Driven Approach**: Utilizing empirical data to understand and address clinician experience issues allows for precise identification of root causes and targeted remediation, leading to significant improvements in performance and clinician satisfaction.

2. **Proactive Management**: Implementing proactive alerting features ensures that potential issues are detected and resolved promptly, preventing disruptions and maintaining optimal system performance without relying on user reports.

3. **Collaboration and Efficiency**: The collaboration between IT and Clinical teams, facilitated by shared, unbiased data, drastically improves troubleshooting and remediation efforts, ultimately improving the overall clinician experience and corresponding patient care.

Conclusion

Goliath Technologies' approach enabled the health system to quickly identify and resolve the root cause of slow logon times, significantly improving clinician experience. The proactive management features ensure that future issues are detected and resolved promptly, allowing clinicians to maintain their focus on patient care.